New England Deaconess Hospital

pulse

185 Pilgrim Road, Boston, Massachusetts

July-August 1986

Classes inform patients about heart surgery, health

"Patients who are going to have heart surgery are very interested in what's going to happen to them. They're concerned about how long they'll be in the Operating Room, how long they'll be in the Recovery Room, and what their recuperation will be like," says Lori Ouellette, R.N., M.S., cardiovascular clinical nurse specialist.

To meet patients' desire for information, Ouellette and her colleague Teri Stokes, R.N., M.S., began a program in January of classes for heart surgery patients and their families.

In the past, heart surgery patients were admitted to the hospital several days before their surgery for lab tests. During that time, nurses talked with them individually about their surgery. However, under a recently initiated program to reduce length of stay, most patients do not come to the hospital until the day before their surgery. They have their lab tests in the morning, when they are technically outpatients, and then are admitted in the afternoon.

"Now, most patients attend a class the day they are admitted. [Classes are held four days a week.] They also get to meet other patients about to have heart surgery and can share their feelings and concerns," says Ouellette.

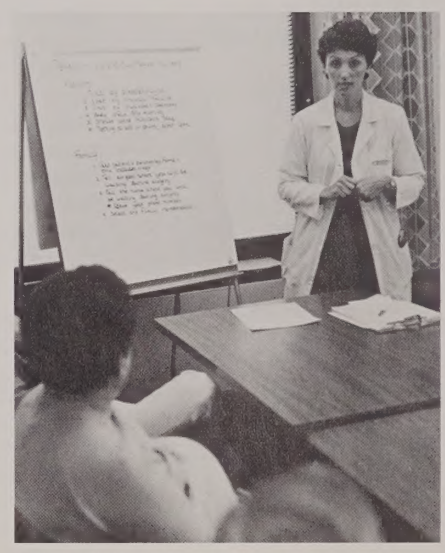
In the first half of each hour-long class, Ouellette or Stokes reviews general information on the heart, heart disease, and surgery, and describes what patients can expect during their hospitalization. For the second half, a respiratory therapist instructs patients in exercises that will help their recovery.

Janice McGonagle, R.R.T., respiratory therapist, says, "Because the incision runs between the lungs, breathing deeply is uncomfortable after heart surgery. But if the lungs aren't used to their full capacity, small areas may collapse. Also the anesthesia used in surgery causes extra secretions in the lungs and bronchial tubes."

To keep the lungs open, patients practice with a device that encourages deep breaths. They also learn special coughing techniques to clear the airway and lessen the discomfort that can occur if coughing disturbs the surgical incision.

In May, Ouellette and Stokes began a new series of classes for patients who have had heart attacks or any others concerned about heart disease. Run in cooperation with Dietetics, Physical Therapy, and the Farr 3 Progressive Cardiac Unit (PCU) staff, the program includes classes on risk factor modification, recognizing angina and heart attack symptoms, and information on diet and exercise.

"Because the heart muscle has been damaged by a heart attack, it's important not to overtax it," says Jim Huddleston, R.P.T., senior staff physical therapist on the cardiology rotation. "But at the same time, we want to prevent the negative side effects of prolonged bed rest, so people should get up and be active within their tolerance levels."



Lori Ouellette, R.N., cardiovascular clinical nurse specialist, explains surgical routine to patients about to have heart surgery.

Jamie Pope, M.S., R.D., dietitian specialist in cardiology, says, "We explain how diet is involved with the initiation and progression of heart disease, and tell them how changing their diet can reduce the risk of further heart disease. Patients who have recovered enough to leave the PCU usually are scattered all over the hospital. The classes help to bring them together to share this important information."

Louise Thompson

Thompson named director of Medical Records

Louise Thompson has been appointed director of Medical Records, supervising a 28-person department.

"Medical Records' major objective always has been providing information needed for patient care. Now we have a second objective: supplying the data to calculate our reimbursement," she says.

Under the current Prospective Payment System, reimbursement for Medicare services is based on a patient's principal diagnosis and the procedures performed, with some adjustments for other conditions affecting the patient's health. Medical Records provides the information needed to calculate the Diagnosis Related Groups (DRGs) that determine the reimbursement.

"We look at each patient's chart for the diagnosis and other notes made by the physician. We assess that material, assign a code, and enter it into a computer program that determines the DRG and the reimbursement," Thompson says. "To find the most appropriate category for each patient, we have to work closely with the physicians."

Thompson was previously director of Medical Records at The Fairfax Hospital, a 700-bed teaching hospital in Fairfax, Virginia. She has a bachelor's degree from Cardinal Cushing College in Boston and completed a postgraduate program in medical records administration at Northeastern University. While at Northeastern, she worked at the Deaconess, first as a unit clerk, then in Medical Records.

"My first exposure to medical records administration was at the Deaconess, and after 14 years I'm back," she says. "There's a special atmosphere here of professionalism, of talented people combining their skills. I'm thrilled to be here."

School of Nursing holds 88th graduation

"I still believe that individuals can make a difference."
— Kitty Dukakis

"I hope you will find a goal worth reaching for, a star worth striving for, and in doing so create a more caring role for yourselves," said Kitty Dukakis, wife of the Massachusetts governor, to the members of the NEDH School of Nursing Class of 1986 at the graduation exercises on May 8.

In her address, Dukakis encouraged commitment to ideals both within and outside of a profession. "I applaud you for devoting yourselves to those who are in need. Now you must find yourselves a cause beyond nursing. I still believe that individuals can make a difference, and I hope you believe that too."

Mark Huberman, M.D., NEDH oncologist, was chosen by the graduating class to deliver greetings from the medical staff. He said, "Many patients respond to the name New England Deaconess Hospital with smiles and warm comments about the nurses, and many of those nurses are NEDH graduates."

Graduating senior Lisa Loveland spoke on behalf of her class, reminiscing about some of the high and low points of their three years together. "At times it seemed the only one who believed we would ever become nurses was the friendly custodian in our dorm who greeted us each morning with, 'good morning nurses.' But now we are graduate nurses, diploma trained, and are entering the world of nursing with our heads held high," she said.

"You have just begun the right to maintain the letters 'R.N.' after your names," said Barbara Hooker, R.N., presiding over her first graduation as director of the School. "The faculty welcome you as colleagues."

Hooker and Colby Hewitt Jr., chairman of the hospital Board of Trustees, distributed diplomas to the 41 graduates, who had received their Deaconess pins at the baccalaureate ceremony earlier in the day.

The Alumnae Scholarship, given to a graduate planning to continue in nursing education, was presented to Cheryl Hamer by Martha Pontes, president of the Alumnae Association. Jane Tilley, president of the Friends of the Deaconess, presented Hooker with a check for a full, three-year scholarship; the Friends have been the School's most consistent source of scholarship funds.

Members of the Class of 1986 applaud a speaker at the graduation ceremony.

Historical highlights

Nurses guided the hospital's early years

The Deaconess was founded to deliver nursing care, and outstanding nursing has been the hospital's hallmark since then. The eminent Boston physicians who sent patients to the 14-bed hospital praised the excellent nursing care, and within months from its opening the Deaconess's reputation had spread throughout Boston.

In those early years, nurses and student nurses handled all aspects of patient care. As well as providing bedside nursing care, they prepared patients' meals, mixed medications, and sterilized surgical instruments. Students were drilled in their lessons as they scrubbed the floors.

Nurses directed the hospital until 1930. Adeliza Betts, a member of the first School of Nursing class, was superintendent of the hospital from 1901 to 1924 and also served as director of the nursing service and the School of Nursing.

The early nursing staff poses in front of the original Deaconess Hospital. At the center is Adeliza Betts, who was hospital superintendent for 23 years.

In the 1920s nursing duties included preparing and serving patient meals.

Specialization, a major trend today, began early at the Deaconess with "wandering" diabetic nurses who traveled as far as Canada and Florida to educate diabetic patients in the 1920s. The nursing staff grew as the hospital expanded, and in-service educational programs kept up with the constant growth in medical and scientific knowledge.

Sheffer to head allergy society

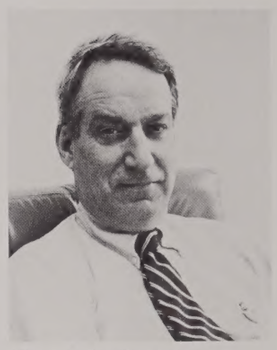
Albert L. Sheffer, M.D., chief of the NEDH allergy section, was named president-elect of the American Academy of Allergy and Immunology at its annual meeting in April. With more than 4,000 members, the academy represents 85 percent of the allergists in the country.

"The organization's primary purpose is education. Our annual meeting updates physicians from around the world on the latest therapeutic, diagnostic, and research developments in the pathogenesis of allergic diseases. The academy also sponsors local and state societies' educational programs, including a course held here at the Deaconess every other year," he says.

The academy works closely with the Asthma and Allergy Foundation of America, the society representing people with allergies, to enhance public perceptions and knowledge of allergic diseases. Along with other allergy organizations, it supports efforts to obtain funding for research through the National Institute of Allergy and Infectious Diseases.

Sheffer says, "Close to 100 million people in this country are affected by some sort of allergy or altered immune response. Along with those who have asthma, hay fever, hives, eczema, and adverse drug reactions, there are transplant recipients, whose immune systems are suppressed by drugs, and people with AIDS. Our spectrum of interest encompasses all immune disorders."

Sheffer also is founder of the New England chapter of the Asthma and Allergy Foundation. A graduate of Franklin and Marshall College and the George Washington University Medical School, he was an intern, resident, and pulmonary disease fellow at the University of Pennsylvania Graduate Hospital, an allergy and immunology resident at Temple University Medical Center, and a post-doctoral research fellow at The Rockefeller University. He is a clinical professor of Medicine at Harvard Medical School.



Albert L. Sheffer, M.D.

DARE program generates employment referrals

NEDH employees who refer applicants for jobs at the hospital may be eligible to receive $200 under a program instituted by Human Resources in December. DARE (Deaconess Awards Referring Employees) was started to expand the hospital's recruiting resources and generate applications for hard-to-fill positions.

"Unemployment in Boston is very low right now," says Jane Barry, assistant director of Human Resources, "and all hospitals are having trouble filling certain jobs. We wanted to tap every resource for finding new employees, and we know that the terrific employees we have now can refer other excellent people to work at the Deaconess."

Every week available jobs are posted in four locations at the hospital: in the cafeteria, in the corridor outside the cafeteria, at 99 Brookline Avenue, and outside the Human Resources office in Harris Hall. Positions that are part of the DARE program are marked with a star. Employees who wish to make a referral for an eligible position can stop by Human Resources to pick up an application form and complete a referral card. A job applicant who contacts Human Resources directly should mention the employee who made the referral.

Once the referral is made, the prospective employee is interviewed and considered for the position on an equal basis with other applicants. When a referral is successful, the person who made the referral receives a $100 bill after the new employee has been on the job for 30 days. A second $100 is awarded when the normal six-month probationary period has been completed.

"Another thing this program does," says Barry, "is give our employees a chance to see how the employment process works. And we'd rather reward our employees than the *Globe* or a personnel agency for helping us fill positions."

Secretarial jobs currently are among the most difficult to fill and one of the major categories in the DARE program. Other categories include billing representatives and allied health professionals, such as physical therapists, respiratory therapists, and radiologic technologists — all jobs with a limited number of trained people and a lot of competition from other Boston hospitals.

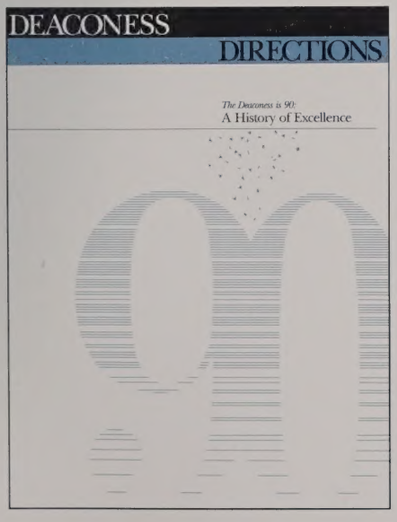
Claire Sullivan, a secretary in the division of organ transplantation, says, "A friend of mine told me that she wasn't happy in her job. I had seen the posters for the DARE program, so I told her that the Deaconess was looking for secretaries."

Sullivan's friend, Suzanne Deneault, came in to see employment representative Cathy Gillis. "Cathy was really helpful, and she set up interviews for several jobs," Deneault says. "I took a job working in Dr. Steele's office [Glenn Steele, M.D., chairman of the Department of Surgery], and I love it."

Any Deaconess employee can make a referral, except for department heads, Human Resources employees, and anyone involved in hiring the referred applicant. In the first six months of DARE, six successful referrals have been made.

"We feel it is working well, and interest is continuing to pick up," says Barry. "You don't expect this kind of program to be your major recruiting tool, but it is making a contribution."

Directions is on its way



Deaconess Directions, a new publication, will be mailed to employees, staff, and friends of New England Deaconess Hospital this summer. Published twice a year by Public Relations, *Directions* will provide an in-depth look at the hospital's programs, services, and people and will examine how the Deaconess is meeting the challenges presented by today's changing health care delivery system.

The first issue of *Directions* will feature a review of the hospital's 90-year history, stories about two long-term patients, and a look at research to improve diagnosis and treatment of atherosclerosis, the number one cause of death in this country.

Israel Gibson, lead building services aide (left), and Lemuel Murrell, building services aide, received Deaconess T-shirts from their department for perfect attendance in 1985. Anyone wishing to celebrate the hospital's 90th anniversary can purchase T-shirts — as well as Deaconess scarves, ties, and mugs — in the Gift Shop.

news in brief

Barbara Albers, M.S.W., social worker, spoke on the psychosocial issues of patients with cancer to the Association for Oncology Social Workers.

Joseph L. Andrews Jr., M.D., pulmonary medicine, was visiting professor at the University of Hawaii Medical School.

Richard Baptista, M.S., R.Ph., manager, Deaconess Home Health Care, spoke on 3-in-1 TPN admixtures at Glens Falls (New York) Hospital and Memorial Hospital, Harrisburg, Pennsylvania.

Diane Bartula, M.T. (A.S.C.P.), medical technologist, received an award for outstanding performance at a radioimmunoassay workshop sponsored by Ciba-Corning.

Lesley Buchanan, R.N., hyperalimentation, spoke on multilumen catheters in the intensive care unit to a Harvard continuing medical education course on malnutrition in the hospitalized patient.

Charlotte Champagne, R.N., hyperalimentation, discussed nursing considerations for home parenteral and enteral nutrition at a conference sponsored by Metro Medicare and Travacare.

Patricia Conway, R.N., transplant clinician; **Suzanne Holloran, R.N.,** director of Nursing/Staff Development and Research; and **Jane Beaulieu, R.N.,** staff development instructor, coordinated a two-day symposium on hepatic and renal disease.

Regis A. de Silva, M.D., cardiologist, coauthored a chapter on cardioversion and defibrillation for *The Heart*, published by McGraw-Hill. He also coauthored a consensus report on anticoagulants in cardiovascular disease issued by the National Heart, Lung, and Blood Institute and the American College of Chest Physicians.

Christopher J. Doyle, M.D., urologist, has joined the active staff in Surgery. His practice includes treatment of stone disease and cancer as well as vasectomy reversal. He also is on the staff at New England Baptist, Brigham and Women's, and Faulkner Hospitals.

Walter H. Dzik, M.D., medical director of the Blood Bank, spoke on the cellular basis of the immune system to the Mid-Atlantic Association of Blood Banks.

F. Henry Ellis, M.D., chief of thoracic and cardiovascular surgery, was the first Striedler Visiting Professor at University Hospital (Boston) where he spoke on several topics.

Karen Erickson, R.N., Martha Franklin, R.N., Cherie Moore, R.N., and **Linda Yanes, R.N.,** oncology nurses, coauthored an article on nursing care and management of venous access ports, published in *Oncology Nursing Forum.*

Jane Frasca, R.N., vascular nurse coordinator, spoke on dressing techniques for diabetic foot infections to the Region Three scientific conclave of the American Podiatric Medical Association. At the same meeting **Gary Gibbons, M.D.,** vascular surgeon, spoke on diabetic foot infections.

Marilyn Flynn, C.R.N.A., nurse anesthetist, was elected president of the Massachusetts Association of Nurse Anesthetists, and **Steven Cook, C.R.N.A.,** nurse anesthetist, was elected to the Board of Directors.

Janis Gallagher, R.N., coordinator of intravenous therapy, was elected a presidential advisor of the New England chapter of the National Intravenous Therapy Association, and **Beverly Green, R.N.,** head nurse, IV therapy, was elected the chapter's corresponding secretary. Green also spoke on multilumen catheters to the association's Maine chapter.

Benjamin Gerson, M.D., director of clinical chemistry, codirected a Harvard continuing medical education course on therapeutic drug monitoring.

Brenda Griffin, R.N., C.C.R.N., clinical leader/recovery room, participated in a debating session at the national conference of the American Society of Post-Anesthesia Nurses.

Robert Lees, M.D., chief of peripheral vascular disease, spoke on external imaging of arterial disease to New York Medical College/Westchester County Medical Center. He and **Ann Lees, M.D.,** were coauthors of an article on adrenal imaging with technitium-99m labeled low-density lipoproteins, published in *Metabolism.*

Daniel Miller, M.D., chief of otolaryngology, spoke on CT scanning and whole-organ sections to the American Laryngological Society annual meeting, and led a discussion on new biopsy assays, chemotherapy, and radiation therapy for head and neck cancers at the annual meeting of the American Laryngological, Rhinological, and Otological Society.

Joanne Perri-LaFrancesca, R.N., nurse-manager, Deaconess Home Health Care, spoke on home-based chemotherapy at the University of Massachusetts Medical Center.

Robert C. Savage, M.D., plastic surgeon, has joined the active staff in Surgery. He recently contributed chapters to the textbooks *Grabbs Encyclopedia of Flaps, Pediatric Upper Extremity Surgery,* and *Current Surgical Therapy.*

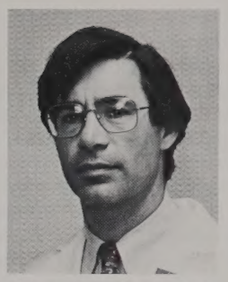
John G. Sebestyen, M.D., ophthalmologist, spoke on diabetic retinopathy and intraocular lenses at the International Congress of Ophthalmology in Rome.

Carolyn V. Shaak, M.D., gynecologist, has joined the active staff in Surgery. Specializing in general gynecology and infertility, she is also on the staff at the Faulkner, Brigham and Women's, and New England Baptist Hospitals.

Paul Sesin, Pharm. D., R.Ph., coordinator of pharmacy clinical services, coauthored an article on drug utilization review of a third-generation cephalosporin, published in *Pharmacy Practice News.*

Joyce Tower, M.S., R.D., assistant director, has been elected to the commission on dietetic registration of the American Dietetic Association.

Michael M. Wick, M.D., dermatologist, was appointed chief associate editor of the *Journal of Investigative Dermatology.*

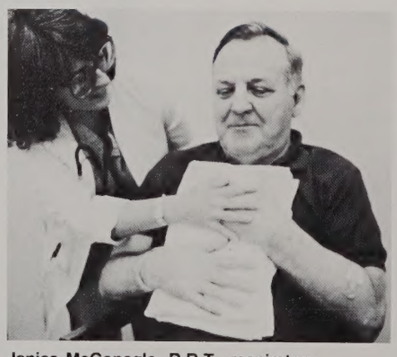


Christopher J. Doyle, M.D.

Robert C. Savage, M.D.

Carolyn V. Shaak, M.D.

Classes prepare patients for heart surgery (see page 1)



Janice McGonagle, R.R.T., respiratory therapist, helps Edmond Ginchereau practice coughing that will clear his lungs after surgery.

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts

Non-Profit
U.S. Postage
PAID
Permit No. 18
Holliston, MA
01746

pulse

PULSE is published by the Public Relations Department, New England Deaconess Hospital, 185 Pilgrim Road, Boston, MA 02215, (617) 732-8046. Third Class Postage paid in Holliston, MA Permit (non-profit organization) No. 18.

Susan R. McGreevey, Editor
Mary Beth Lanzotti, Staff Writer